

**City of San Diego  
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service  
Subcommittee Meeting**

**April 12, 2010  
8:30 a.m. – 10:00 a.m.**

**Meeting Location:  
Metropolitan Operations Complex II, **Conf. Room 1D**  
9192 Topaz Way  
San Diego, CA 92123  
(858) 292-6300**

**AGENDA**

<b>Agenda Item</b>	
1.	Non-Agenda public comment*
2.	Approval of Minutes from February 8, 2010
3.	Committee Chair Notes from Water Research Foundation's Webinar, "Water Conservation: Customer Behavior and Effective Communication"
4.	Subcommittee Discussion: Solicit input from subcommittee members to define Performance Metrics for Public/Stakeholder Outreach (utilizing IPR RFP Outreach Tasks, attached)
5.	Update from Department Staff on Outreach Activities for: Water Conservation, Water Rates, Reclaimed Rates, Submetering, Tiered Rates for Commercial Ratepayers, Pt Loma Modified Permit (Next Steps).
6.	Potential future Agenda items
7.	Subcommittee Member Comments
8.	Adjournment

\* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.